

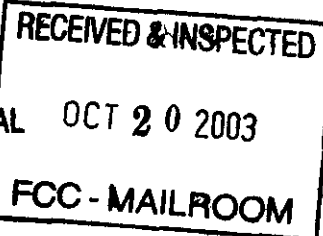


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October 6, 2003

Marlene H. Dortch
Office of the Secretary
Room TW-A325
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Dear Ms. Dortch

I am writing to express my support for the CapTel Phone in the state of Ohio. As a practicing audiologist, I have witnessed the frustrations many hearing-impaired individuals face when trying to communicate over the telephone. It is not only difficult for those suffering from hearing loss, but for the individuals with whom they are trying to communicate. The effects of hearing loss on comprehensive communication are typically exaggerated with telephone use because the only available information is auditory, the additional and often necessary cues from non-verbal communication are completely eliminated.

As you are aware, the CapTel phone uses one phone line and eliminates the two-line VCO and the communication assistant involved as a third party immediately re-voices what the caller says using voice recognition software. This technology also eliminates the wait usually associated with a relay call. How helpful this will be if made readily available to persons with hearing loss.

Anything that can be done to make the communication process over the phone more natural will have a dramatic impact on the quality of life for those that are hearing impaired. Thank you for your time in considering this very important matter.

Sincerely,

Lucas W. Doyle, Au.D.
Audiologist

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